

Information Technology Capital Investment Program

Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Jason Rosa

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Agency: Department of Emergency Services

Project: Special Licensing and Firearms

Project Manager: Alessandra Lyon

Reporting Period: Project Inception through 12/31/2020

Total Funds Requested: \$556,820

Total Funds Allotted to Agency: \$556,820

Accumulative Total Capital Fund Expenditures to Date: \$367,827

Brief Project Description/Summary:

The Special Licensing and Firearms Unit (SLFU) is responsible for the issuance of state pistol permits, oversight and regulation of firearm sale transactions, and issuance of licenses to Professional Bail Bondsman, Private Security Companies, Private Investigators, Bail Enforcement Agents (BEA), and the regulation and licensing of several other non-firearms related but generally hazardous lines of work. The unit is also responsible for investigating violations of state law relating to the purchase, sale and transfer of firearms, and violations of statutes relating to the various professional licenses it issues.

The current Special Licensing and Weapons Registration System (SLWRS) allows SLFU to track permit and license application, renewal, suspension, and revocation. One of the key features of the system is its ability to interface electronically with a number of other state and federal data systems. Collectively, these interfaces provide a criminal record check for any individual applying for or renewing a permit/license. The system also updates federal databases with firearm sales/transactions and individuals who are disqualified from possessing firearms. These data interfaces also allow Law Enforcement, Judicial, and Mental Health Agencies to obtain information on registered firearms and individuals. SLWRS supports the day to day business processes of SLFU and is used for generating basic reports and mailings, envelopes, letters, labels, Certificates, ID Cards, etc.

The current SLWRS system has reached its maximum level of efficiency and automation using the outdated technology it was built on. It is understood that this system has been in service for over 10 years and some of the underlying components are no longer supported by the vendor. This upgrade will bring the system up to current technology and will improve and enhance areas in the process which will benefit the business.

With the move toward e-government and public self-service, a new data system needs to be built that has the capability of making many of the paper, phone, and fax based processes that still exist within SLFU fully electronic (possibly web based or kiosk based).

- 1.) The contract has been awarded to GLS - Government Licensing Solutions of Bend, Oregon.
- 2.) The GLS Goal and Scope document has been approved by DESPP and the design process is underway.
- 3.) GLS has passed an initial CJIS security review by the DESPP Criminal Justice Business Application Unit (CSO Darryl Hayes).
- 4.) A full CJIS compliance audit will be completed before GLS will gain access to sensitive data and networks
- 5.) Completed process flow documentation
- 6.) Vendor is currently building new system.
- 7.) Design complete and verified by SLFU staff SME's
- 8.) Data conversion has been completed
- 9.) configuration complete
- 10.) MHAR currently being worked by vendor
- 11.) Interface coding complete, testing completed on most all interfaces, UAT testing continues on core system, defects are being addressed

Summary of Progress Achieved to Date:

- 1.) The project schedule may be impacted by the availability of SLFU staff to review and approve designs due to the volume of regular department work.
- 2.) The system has communication interfaces with CT Judicial and DMHAS which are developed and maintained by Brian Smith of Deloitte Consulting. We'll need Brian's help with the design and testing, but Judicial can't provide him to us due to budgetary constraints. These interfaces are critically important to the system. It may be necessary for DESPP to contract Brian's time ourselves to ensure the communication interfaces are designed and tested correctly.
- 3.) We may need to inspect the GLS Data Center in Bend, Oregon for CJIS compliance. The inspection must be done by a State Criminal Justice Agency. We are reaching out to Oregon State Police to see if they can help us. If not, one person from DESPP will need to go. SLFU has an alternate funding source that will be used for all cost overruns.
- 4.) Interface with Connecticut Interactive approval necessary to pursue. -canceled
- 5.) MHAR MOU with Judicial/Probate not signed. legal issues between agencies. System can not go live without interface, MHAR critical to background checks. 1/2/2020-Resolution: GLSolutions is subcontracting MHAR vendor to complete work.
- 6.) UAT testing continues, issues are being corrected. Concerned that the defects will not be completed addressed before scheduled go live
- 7.) 1/15/2021 - UAT testing continues. COVID, illness, and user staffing has significantly impeded system from going live. A list of defects has been identified and must be corrected before go live. A list of required changes has also been identified and is currently being reviewed by the sworn to determine if those changes are required before go live. The system needs to be extremely accurate due to the nature of the data being stored.

Issues and Risks:

Next Steps & Project Milestones:

Start	End	Milestone	% of Imp.	Deliverable	Performance (Requirements in parentheses)
12/05/2017	01/11/2018	1	n/a	<ul style="list-style-type: none"> CJIS initial approval DAS-BEST external data hosting approval DESPP Legal Department for external data hosting. 	<ul style="list-style-type: none"> 32 Perpetual Licenses for GL Suite Software Dev, Sys, UAT and PROD environment installation at Contractor's site Department obtains permission for external data hosting from DAS-BEST and DESPP Legal. Contractor submits CJIS Survey document to CJBA and receives report with items to be addressed prior to full CJIS Security Approval in Deliverable 8. Department, DAS-BEST, CJBA, and DESPP Legal shall evaluate design documents making reasonable, continuous efforts during normal business hours to conduct the evaluation deliverables produced by Contractor.
12/5/2017	1/19/2018	2	5.00%	Business Process Identification	Goals and Scope defined
12/12/2017	1/19/2018	3	5.00%	Project Initiation	Project Management Plan defined.
1/19/2018	5/2/2018	4	7.50%	Modules Group 1	First group of 12 modules (25% of the 49 named modules). Department and Contractor may agree in Deliverable 2 to reorder and swap Required Modules among Deliverables 4, 5, 6 and 7. (F1, F3a, F3b, F3c, F3d, F4, F6a, F6b, T3b, T4, T5, T6, T11, T13)
2/27/2018	5/16/2018	5	7.50%	Modules Group 2	Second group of 12 modules (25% of the 49 named modules). Department and Contractor may agree in Deliverable 2 to reorder and swap Required Modules among Deliverables 4, 5, 6 and 7. (F1, F3a, F3b, F3c, F3d, F4, F6a, F6b, T3b, T4, T5, T6, T11, T13)
3/13/2018	6/7/2018	6	7.50%	Modules Group 3	Third group of 12 modules, or 25% of the 49 named modules. Department and Contractor may agree in Deliverable 2 to reorder and swap Required Modules among Deliverables 4, 5, 6 and 7. (F1, F3a, F3b, F3c, F3d, F4, F6a, F6b, T3b, T4, T5, T6, T11, T13)
4/18/2018	7/6/2018	7	7.50%	Modules Group 4	Fourth group of 12 modules, or 25% of the 49 named modules. Department and Contractor may agree in Deliverable 2 to reorder and swap Required Modules among Deliverables 4, 5, 6 and 7. (F1, F3a, F3b, F3c, F3d, F4, F6a, F6b, T3b, T4, T5, T6, T11, T13)

7/28/2020	7/9/2020	8	n/a	Modules Group 1	Each group of 12 modules, or 20% of the 49 named modules. Department and Contractor may agree in Deliverable 2 to reorder and swap Required Modules among Deliverables 4, 5, 6 and 7. (F1, F3a, F3b, F3c, F3d,F4, F6a, F6b, T3b, T4, T5, T6, T11, T13)
2/27/2018	5/23/2018	8	n/a	CJIS Security Approval	Contractor must address all outstanding issues related to CJIS Compliance outlined Milestone 1. (T1c)
7/6/2018	11/10/2018	9	5.00%	Conversion	Convert and import existing data (T3a, T3c, T3d, S7, S8, S9)
3/8/2019	03/9/2020	10	15.00%	Interfaces	Program and Communication Interfaces (T2, T8, T9, T14)
03/09/2020	4/27/2020	11	20.00%	Testing	System Testing User Acceptance Testing and Training with initial documentation. (F2, F3e, F3f, F5a, F5b, F5c, F6c, T10, T12a, T12b, S3a, S4, S10, S11)
07/28/2020	7/28/2020	12a	5.00%	Implementation/Go Live	System 'Go Live' with onsite support (S4)
07/27/2020	07/31/2020	12b	15.00%		System 'Go Live' with onsite support (S1, S2)
07/31/2020		13	n/a	System Acceptance	Finished End User Documentation (T3b)